

# **Update to the USMC Log Board on Total Life Cycle Management IPT Progress**

**Mr. Gale Heavilin**  
**Mr. Greg Sieber**  
23 September 2008

<b>0900</b>	<b>TLCM Project Background</b>	<b>Mr. Heavilin</b>
<b>0915</b>	<b>TLCM Process</b>	<b>Mr. Sieber</b>
<b>0930</b>	<b>BREAK</b>	
<b>1000</b>	<b>IPT Results</b> <ul style="list-style-type: none"><li>•Overview</li><li>•Enterprise Level Maintenance Planning</li><li>•Proposed Solutions</li><li>•Improvement Examples</li></ul>	<b>Mr. Sieber / IPT Leads</b>
<b>1045</b>	<b>Roles and Responsibilities</b>	<b>Mr. Heavilin</b>
<b>1100</b>	<b>Way Ahead Discussion</b>	<b>MajGen Usher</b>

# Background

- **DC I&L Priorities 2 and 3:**
  - **Increase equipment readiness through “cradle-to-grave” management of weapons systems**
  - **Improve combat readiness through innovation**
- **“...address in a comprehensive way the roles, responsibilities and policies for the TLCM Value Stream in order to optimize the effectiveness of the support it delivers to our Warfighters...”**

DC I&L Letter 22 Jan 2008



# ESG Definition of the TLCM

**The Marine Corps is less capable of delivering and measuring combat readiness performance at all levels of the enterprise because:**

- TLCM is not well synchronized across multiple organizations, and with the Expeditionary Force Development System (EFDS) and the Planning, Programming, Budgeting and Execution System (PPBES)
- TLCM roles, responsibilities, relationships are not clear
- Reliable fact-based information for making decisions is lacking or not well synchronized across multiple organizations and with EFDS and PPBES
- Limited collaboration exists among stakeholders & their organizations
- Internal controls are absent/do not effectively support TLCM phases
- Full cost, standard process, standards outputs, and performance metrics are lacking

**NO ONE IS IN CHARGE !**



# **IPT Membership**

## **Executive Steering Group Oversight**

**I&L - ADC**

**I&L - LPC / LPV**

**I&L - LSX / CNA**

**I&L - LR MCBE0**

**MARCORLOGCOM**

**MARCORSYSCOM**

**PEO LS**

**CD&I / MCCDC**

**PP&O**

**M&RA**

**P&R**

**AVN**

**MARFORCOM**

**MARFORPAC**

**MARFORRES**

**INTEL**

**C4**

**CL**



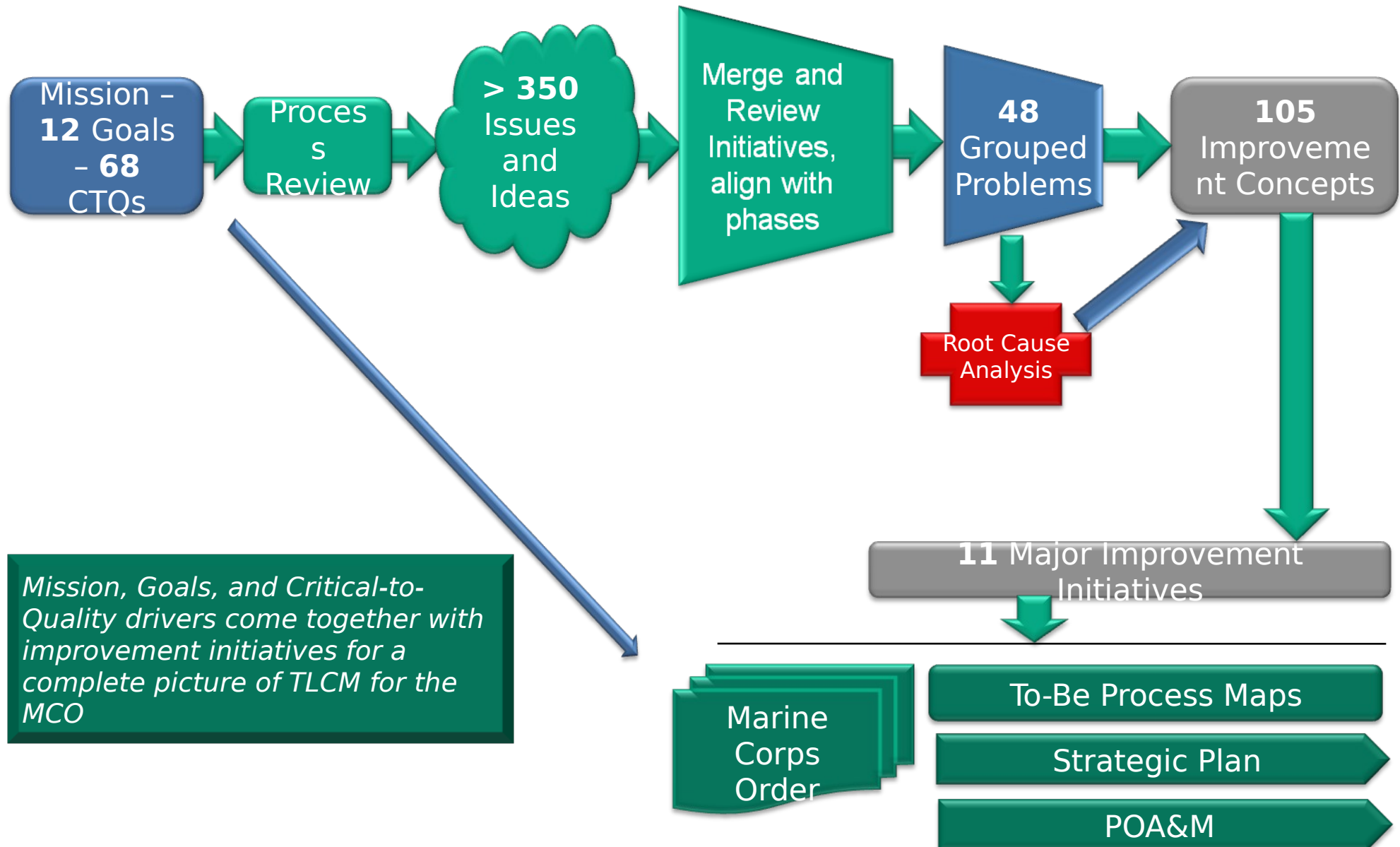
# IPT Project Milestones

MILESTONE STATUS	DATE	STATUS
Charter Signing	2-May	Complete
<b>IPT Workshop 1</b> Initial 5-day TLCM Value Stream Orientation/Mapping	5 - 9 May	Complete
<b>ESG Meeting 1</b> Review IPT Deliverables	15 May	Complete
<b>IPT Workshop 2</b> Continue TLCM Value Stream Mapping	28 - 30 May	Complete
<b>ESG Meeting 2</b> Review 1 <sup>ST</sup> Draft "As-Is" Maps	12 Jun	Complete
<b>IPT Workshop 3</b> First Draft "To-Be" Maps	24 - 26 Jun	Complete
<b>IPT Workshop 4</b> Review To-Be Process Maps and Roles, Responsibilities for MCO	22-25 Jul	Complete
<b>ESG Meeting 3</b> Review To-Be Process and Roles, Responsibilities & Relationships	15-Aug	Complete
Senior Mentor Review	8-Sep	Complete
<b>IPT Workshop 5</b> Leadership and Management Model, MCO Content	9-12 Sep	Complete
<b>ESG Meeting 4</b> Executive Brief on MCO and Roles, Responsibilities & Relationships	16 Sep	Complete
Brief LOG BOARD	23 Sep	In Process
<b>IPT Workshop 6</b> POA&M for Way Ahead, Final Deliverables Review	30 Sep - 2 Oct	On Schedule
MCO Out for Formal Staffing / DC Comment	3 Nov	
MROC Brief	Nov-Dec 08	
MCO Signed	Jan 09	
Begin POA&M Implementation Phase	Jan 09	

# TLCM Process



# IPT Process Overview



# **IPT Results**



# IPT Deliverables

	DELIVERABLE	STATUS
PRIMARY	As-Is Value Stream Maps (tiered)	Complete
	To-Be Value Stream Maps (tiered)	Final edits complete
	Roles, Responsibilities, Relationships	Final edits complete
	MCO	First draft being edited, final by 30 Sep
	IM Definition	Initial draft of maps and tables complete
	MROC Briefing	Preparing
SECONDARY	Assessment of the TLCM Value Stream	Complete
	Risk Assessment	Complete
	Issues List & CPI Opportunities Statements	Complete
	Way Ahead POA&M	30 Sep - 2 Oct
FOLLOW ON	TLCM Policy Manual	TBD
	Broader analysis and move forward with CPI	FY09

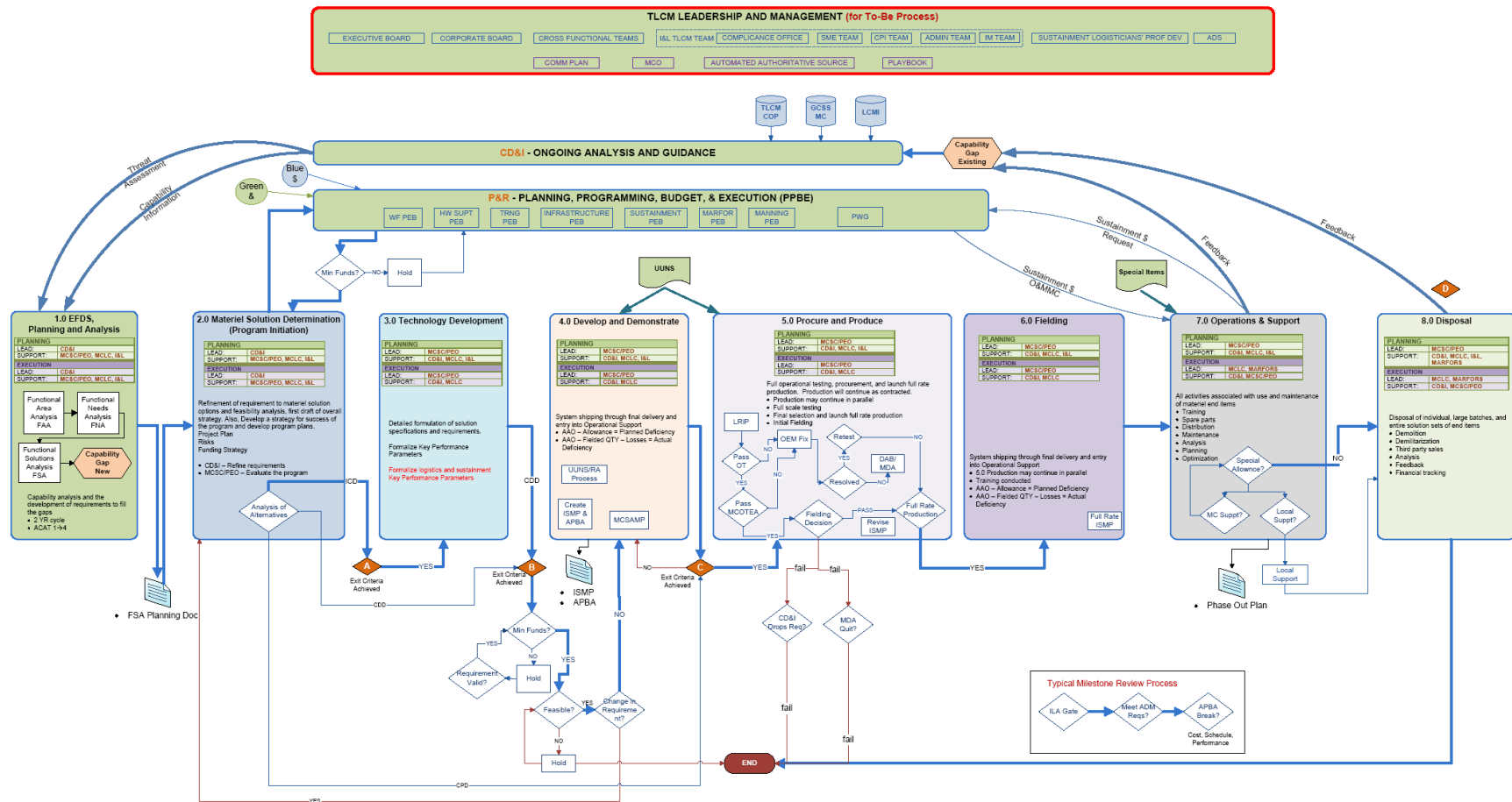
- **TLCM is knowledge/human centric process**
- **TLCM is complex environment with variation**
- **TLCM governance is crucial**
- **Information is center of gravity**
- **TLCM funding process hinders sustainment**
- **Sustainment planning must be robust**
- **Collaboration is critical to success**



# TLCM TO-BE PROCESS - Level 0 Sep 2008



## UNITED STATES MARINE CORPS TOTAL LIFECYCLE MANAGEMENT (TLCM) PROCESS



## TOTAL LIFECYCLE MANAGEMENT, GROUND MATERIEL

TLCM - LEVEL 0

TLCM PROCESS MAPS MASTER.vsd  
Edited: 6 September, 2008

# **Integrating Enterprise Level Maintenance Planning (ELMP) into TLCM**

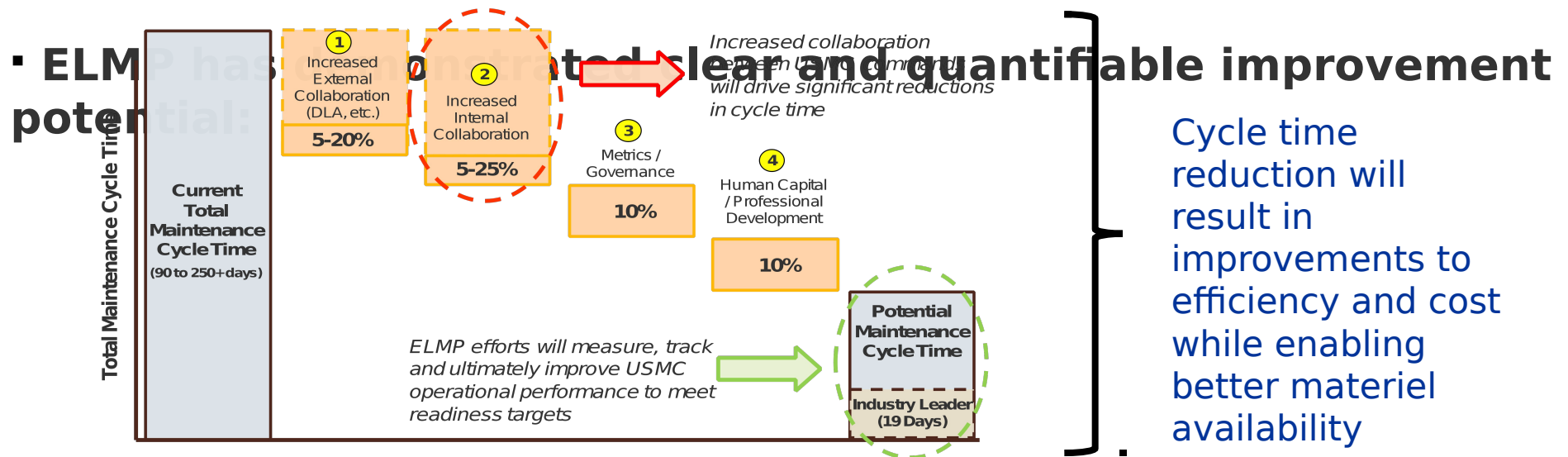








# ELMP Objectives - Improving the confidence and reliability in Depot Maintenance

## Planning

### • Overall objective: ELMP is fixing Depot Maintenance Planning

- Forms the basis for input into the DoD Planning, Programming, Budgeting and Execution system for USMC Depot Level Maintenance Program (DLMP)
- Improves the reliability and accuracy of USMC depot maintenance planning
- Optimizes the budget so that limited funding is going to the most critical “readiness-items”
- Reduces total repair cycle time, with a direct impact on *greater availability and readiness*
- Increases efficiency and avoids costs associated with un-needed maintenance



- **Conducted a “Depot Maintenance” assessment the end-to-end USMC** 
- **The USMC Depot Maintenance Planning Process must experience a ‘midlife overhaul’** 
- **Designed and piloted a process focused on a more collaborative approach to planning** 
- **Learned that the most critical issues exist at the handoff points between Commands** 
- **Major actions are required of USMC Stakeholders** 
- **Target metrics will be incorporated into the ELM governance structure** 





# We are now executing a focused, three-phase effort to implement the key actions

## ELMP Expansion and Rollout

- Identify, plan, and conduct the next wave of ELMP Pilots
- Rollout process across all Programs with governance and performance tracking
- Educate the Enterprise on the ELMP process
- Implement recommendations for Price and Performance Model

## Extension to Broader Planning Scenarios

- Extension of the Planning Process into the operational field units
- Extension of the ELMP process to conduct Depot Requirements planning in support of RESET / REFURB operations

## Unit-Level, Capability-based Planning

- Expansion of the Lifecycle Maintenance Planning process and Price and Performance Models and tools to support Unit-Level Capability Based planning

**Resolution of these actions will not be instantaneous; it will require:**

- **Active support from USMC leadership**
- **Alignment of all involved USMC stakeholders**

**...and it will take time**

# **Proposed Solutions for Improvement**

- **Assign roles, responsibilities, relationships**
- **Publish Appropriate Policy**
- **Improve workforce capability**
- **Institutionalize quality management/measurement**
- **Improve the TLCM process**
- **Improve Depot Maintenance process (e.g., ELMP)**
- **Enable the process with technology**
- **Improve TLCM tools**
- **Improve TLCM communications**
- **Improve TLCM data and info management**

- **Assign roles, responsibilities, relationships**
  - Establish TLCM decision board
  - Implement strategic planning & goal deployment process
  - Create tiered, TLCM cross-functional teams
  - Establish TLCM management office
  
- **Publish appropriate policy**
  - Publish TLCM MCO
  - Improve funding policies
  - De-conflict existing policies

- **Improve workforce capability**
  - Create workforce excellence program (e.g., cross training)
  - Place TLCM performance metrics into leadership objectives
  - Establish TLCM mentoring program
  - Conduct annual TLCM refresher training
- **Institutionalize quality management**
  - Establish metrics and measurement system
  - Establish accountability for metrics
  - Deploy customer satisfaction program
  - Deploy Continuous Process Improvement (CPI)

# Improvement Examples:

- **Improve the TLCM process**
  - Design and implement feedback process
  - Improve requirements determination (e.g., UUNS)
  - Integrate sustainment requirements into front end
  - Ensure comprehensive/enforceable tasking process
  - Define, institutionalize, automate Program Management triggers
  - Design/implement portfolio management processes
  - Refine and enforce comprehensive systems engineering approach
  
- **Improve/integrate Depot Maintenance process (e.g., ELMP)**

- **Enable the process with technology**
  - Create modeling and simulation capability
  - Create data repository portal
  - Develop end-to-end TLCM Information Technology, Information Management, Knowledge Management (IT / IM / KM) requirements
  - Implement project management technology
  - Implement process automation system
  
- **Improve TLCM tools**
  - Standardized checklists and templates
  - Create TLCM playbook / reference guide

# Improvement Examples:

- **Improve TLCM communications**
  - Formalize feedback processes
  - Develop handbooks and playbooks for participants
  - Implement TLCM Communications Plan
  
- **Improve TLCM data and info management**
  - Institutionalize TLCM enterprise architecture
  - Create TLCM compliance team
  - Cross train / assign people within TLCM roles



# **TLCM Roles and Responsibilities**



# I&L Roles and Responsibilities

- Serve as the TLMC Value Stream steward
- Lead TLMC strategic planning and goal deployment
- Develop integrated TLMC Enterprise Architecture that:
  - **Provides TLMC IT / IM / KM services**
  - **Provides enterprise-wide asset management capabilities**
  - **Provides visibility of full life cycle costs**
  - **Provides TLMC performance measurement capability**
- Develop TLMC policy and resource requirements (dollars and manpower)
- Integrate the TLMC processes
- Lead TLMC Workforce development
- Provide TLMC administrative support
- Provide Continuous Process Improvement leadership
- Provide Integrated Logistic Support assessments

**Establish I&L role as the G-4 of the Marine Corps**

# Roles and Responsibilities

- **CD&I: Requirements process steward**
  - Develop and Validate operational capability
- **MCSC: Acquisition process steward**
  - Execute the creation, delivery, support and performance of each Materiel Solution for the entire lifecycle of the program
- **MCLC: Sustainment process steward**
  - Execute & Manage Distribution, Supply Chain Management, Maintenance & Fielding Support, Continuous Sustainment Assessments & Lifecycle Planning
- **OPFORs: Operational process owner**
  - Account for and maintain equipment
  - Sustain readiness
  - Assist in requirement definition
- **M&RA: Manpower process steward**
- **TECOM: Training process steward**
- **P&R: Fiscal process steward**

- **MCO to institutionalize**
  - **Roles, responsibilities and relationships**
- **POA&M to define**
  - **Prioritized list of improvement actions**
  - **Accountability and schedule**

# Way Ahead Discussion

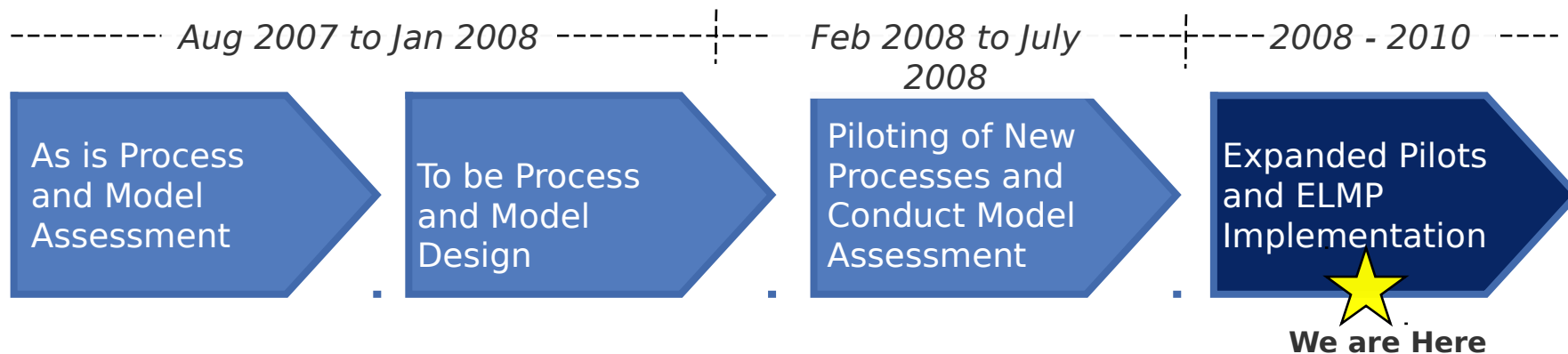


# Questions?

# Backup Slides



# We conducted a "Depot Maintenance" assessment of the ~~end-to-end~~ USMC



## MCSC / PEO LS

- SMC
- LCC
- MMC
- MCA
- MCB
- P&R

## CD&I

## OSD

- DUSD (LM&R)
  - ADUSD - Maint

## MCSC / PEO LS

- PEO LAND
- PGD / PM
  - GTES
  - M1A1
  - LAV

## HQMC

- LPC
- LPV
- LCE
- LPO
- LSR

## MARFORs

- I MEF
- II MEF
- III MEF
- MARFORRES
- MARFORPAC
- MARFORSOC

## Other

- TECOM
- EEAP

## Commercial

- GE - Water
- UPS
- WW Williams

## Other Organic

- TACOM
- Army G-4
- Anniston
- Warner Robins
- Naval Aviation







# The USMC Depot Maintenance Planning Process must experience a 'midlife overhaul'

**DLMP** —————→ **ELMP**

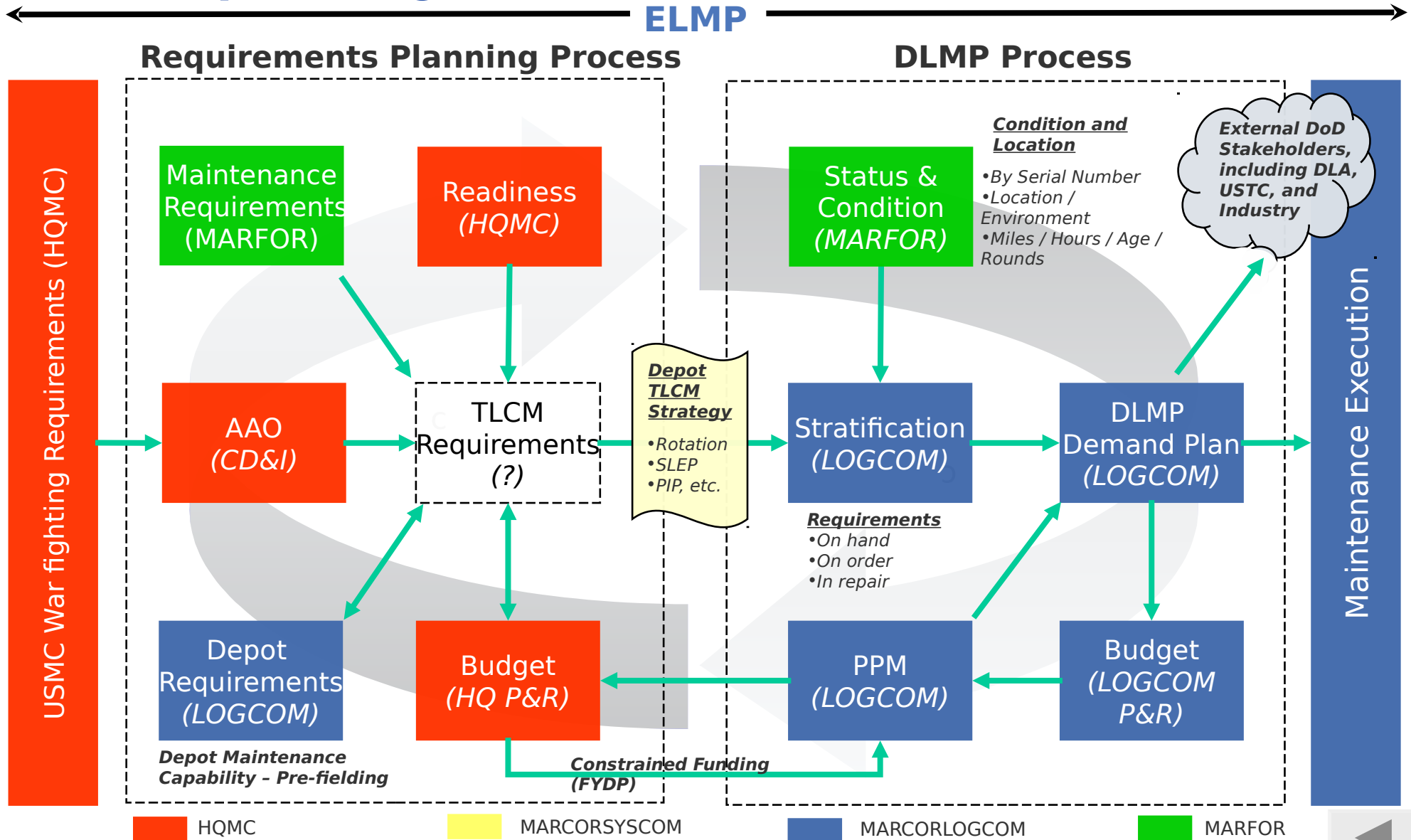
*ELMP = Enterprise Lifecycle Maintenance Planning*

Assessment Findings		Actions Being Taken
Minimal collaboration between stakeholders	→	"To-be" process drives collaboration where necessary
DLMP Conference drove maintenance requirements	→	Maintenance requirements are a function of true unconstrained demand
DERO Model as a suboptimal planning tool	→	Robust Price & Performance Model optimizes maintenance planning
Lack of effective metrics to measure performance of depot maintenance planning processes	→	Implementation of Performance Measurement Framework drives operational improvements





# We designed and piloted a process focused on a more collaborative approach to planning

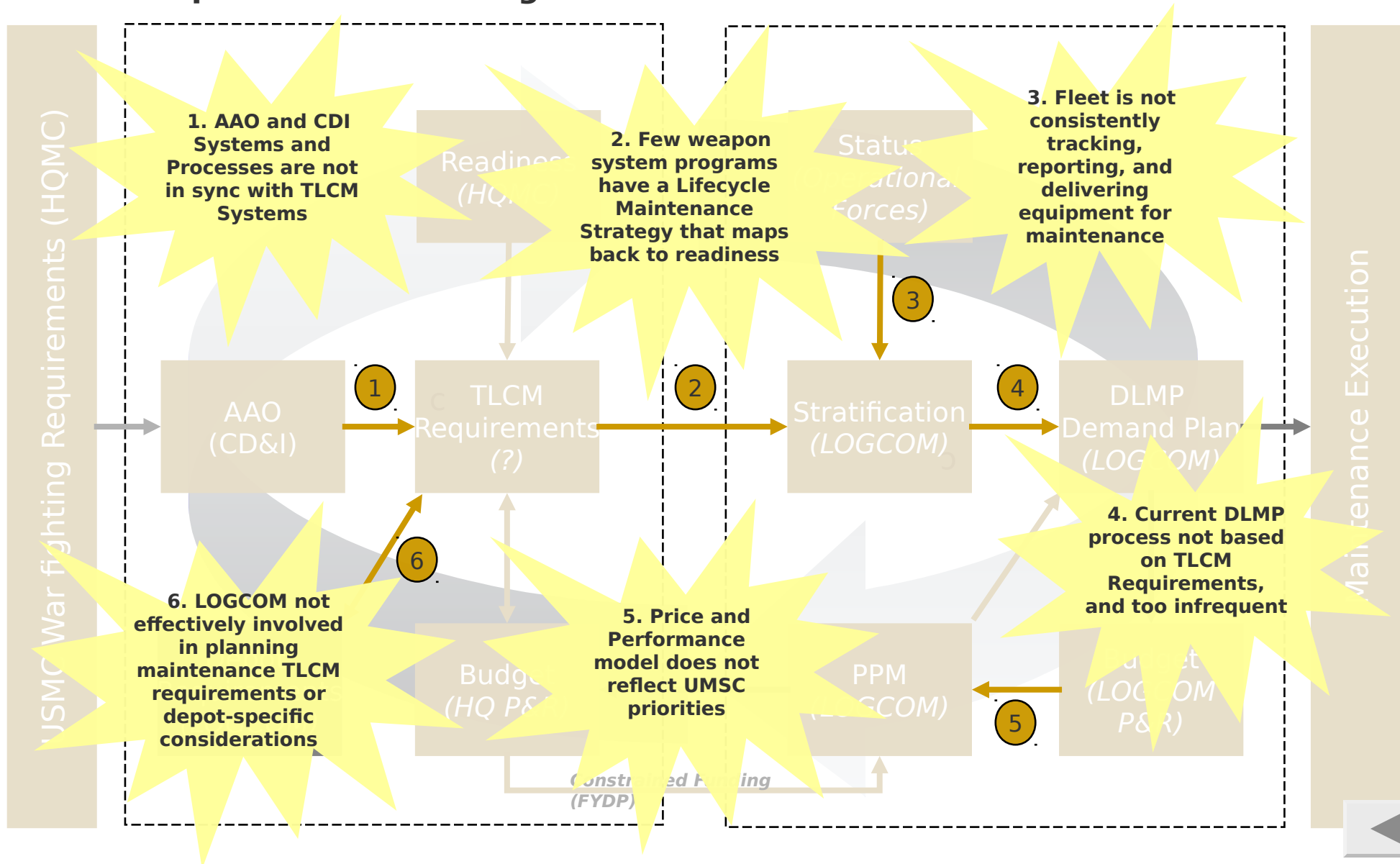


# We have learned that the most critical issues exist at the *handoff points* between

## Commands

### Requirements Planning Process

### DLMP Process





# Major actions are required of USMC Stakeholders

## MARCORLOGCOM

- Clearly delineate critical information requirements in support of the DLMP process
- Consistently and repeatedly execute ELMP process – with collaboration with the MARFORs and SYSCOM to refine the Maintenance Plan
- Refine and gain USMC-wide acceptance of planning business rules and parameters for PPM
- Align ELMP planning with Depot Execution

## MARCORSYSCOM

- Develop robust strategy for managing requirements over the weapon system's lifecycle to include evacuation criteria, rotation schedules, PIPs, and SLEPs – must be synchronized to the budget
- Consistently and repeatedly update / refine the lifecycle strategy with a single process that drives unconstrained requirements with standard inputs and outputs for all programs

## HQMC / CD&I

- Publish clear Policy and Guidance to support creation and documentation of TLCM processes and specific activities, not just roles and responsibilities.
- Synchronize FYDP budget development and requests with projected Lifecycle Demand requirements – unconstrained demand plan should drive budget submission and be “locked” in defined time windows

## MARFORs

- Accurately track condition and location of weapon system assets by serial number – and *measure* the accuracy of this process
- Collaborate proactively in the ELMP process to develop a maintenance plan – and understand out-year funding constraints and impacts
- Comply with the agreed-upon returns plan – and there must be a metric that looks at compliance to the returns plan – Justify changes to returns plan





# Target metrics will be incorporated into the ELMP governance structure

Attributes	Proposed LOGCOM Metrics	Pilot Objectives					
		Actionable	SCOR Based	Customer Focused		Weapons System Oriented	Initiative Aligned
				Internal	External		
Reliability	On-Time Delivery to Promise Date	✓	✓	✓	✓	✓	✓
Responsiveness	Returns Cycle Time	✓	✓	✓	✓	✓	✓
	Repair Cycle Time	✓	✓	✓	✓	✓	✓
	Delivery Cycle Time	✓	✓	✓	✓	✓	✓
Flexibility	Production Upside Flexibility	✓	✓	✓	✓	✓	
Cost Efficiency	Total Supply Chain Management Costs (TSCMC)	✓	✓	✓	✓	✓	✓
Predictability	Maintenance Plan Accuracy	✓	✓	✓	✓	✓	✓
	Returns Plan Compliance	✓		✓		✓	✓
Quality	Effectiveness of Depot Repair	✓		✓	✓	✓	✓

- Definitions will be outcome oriented and aligned with Best Practices
- Level 1 metrics are supported by various process and diagnostic Level 2 and 3 metrics
- All metrics will enable overall Weapons System “Cost-Optimal Readiness”

